

Agent Portal guidance

For Agent Superusers

This guide is for: Agents superusers and Agencies to use the Agent Portal for the University of Bristol.

Overview: This guide provides information and step by step instructions for the Agent Portal superuser tasks.

Related guidance: Agent Portal guidance for agents

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Contents

1. Introduction	2
2. Agent contact details	2
2.1 Create agent user account	2
2.2 Edit agent account details	2
2.3 Deactivate agent account.....	3
2.4 View list of agents	3
3. Agency Linked Applications	3
4. My Agency Details	3

1. Introduction

Agents and agencies use the Agent Portal to create, submit and manage postgraduate applications to the University of Bristol on behalf of the international applicants.

You can manage your applications from one place and each member of staff has their own account and login details. Agency managers, known as super users have the added ability to create and manage staff accounts and oversee all applications submitted through the agency.

Use this guidance for reference only while development continues on the Agent Portal. Functionality might change as we receive feedback and further development takes place, so always follow instructions on your screen.

If you have any issues with the agent portal or require further information contact international-office@bristol.ac.uk

2. Agent contact details

2.1 Create agent user account

- 1 Sign into the Agent Portal and select **Edit Agent Contact Details** and click **Add**
- 2 The **Agent contact code** and **Agency** contact code will be automatically populated.
- 3 Enter email address. The email address must be specific to the agent/user and not a generic agency email address to ensure all records are unique.
- 4 Enter agent's date of birth. This is required if password needs to be reset.
- 5 Enter details for **Title**, **Surname**, **Forename 1** and **Job Title**. These fields are mandatory.
- 6 Click **Store**. A confirmation message shows when the record is saved.
- 7 The agent will receive an email prompt to create a password on first login.

2.2 Edit agent account details

- 1 Sign into the Agent Portal and select **Edit Agent Contact Details**

- 2 Enter details to retrieve relevant record, or leave blank to retrieve all records and click **Search**.
- 3 Edit relevant data fields and click **Store**.
- 4 A confirmation message shows when the record is successfully saved.

2.3 Deactivate agent account

- 1 Sign into the Agent Portal and select **Edit Agent Contact Details**
- 2 Enter details to retrieve relevant record, or leave blank to retrieve all records and click **Search**.
- 3 Select **Inactive** next to **Account status** and click **Store**.
- 4 A confirmation message shows when the record is successfully saved.
- 5 When an agent user account has been deactivated please inform the University of Bristol and they will reassign any remaining applications to a new agent.

2.4 View list of agents

- 1 Sign into the Agent Portal and select **Edit Agent Contact Details**
- 2 Enter details of agent to retrieve individual user, or leave blank to retrieve all records associated with the agency. Click **Retrieve**.
- 3 Click through each page to view other agent user accounts.

3. Agency Linked Applications

- 1 Sign into the Agent Portal and select **Agency Linked Applications**.
- 2 Enter applicant details to retrieve relevant submitted applicants, or leave blank to retrieve all submitted applications associated with the agency. Click **Search**.
- 3 View all applications submitted by agents within your agency

4. My Agency Details

You can view the details of your agency held at the University of Bristol.

If there are any updated required contact the International Office (international-office@bristol.ac.uk) with the updated details.